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CENTRAL FAX CENTER

APR 25 2005

AMENDMENTS

In the Claims

1. – 48. (Canceled)

49. (New) A system for distributing outbound telephone calls, the system comprising:

- a plurality of dialing devices operable to receive a plurality of call records and to provide a plurality of telephone calls to one or more agents;
- a distribution module interfaced with the plurality of dialing devices and including a plurality of pools and a plurality of queues, the distribution module operable to place the call records into the pools, transfer less than all of the call records from the pools to the queues, and transfer the queues to the dialing devices; and
- a plurality of contingency modules associated with the dialing devices, the contingency modules operable to secure the call records within the dialing devices upon a failure of the distribution module.

50. (New) The system of Claim 49 wherein the contingency modules are further operable to secure the call records within the dialing devices upon a loss of communication between the distribution module and the dialing devices.

51. (Currently Amended) A system for distributing outbound telephone calls, the system comprising:

- a plurality of dialing devices, each dialing device operable to receive a plurality of call records and to provide a plurality of telephone calls connected to the call records to one or more agents, each agent associated with one dialing device to connect with calls placed only by that associated dialing device; and
- a distribution module interfaced with the plurality of dialing devices and including a plurality of pools and a plurality of queues, the distribution module operable to place the call records into the pools, transfer less than all of the call records from the pools to the queues, and transfer the queues to the dialing devices;

transferring call records from the second pool to the first set of one or more queues.

54. **(Currently Amended)** A method for distributing outbound telephone calls, the method comprising:

transferring a plurality of call records to a distribution module;

organizing the call records into a plurality of pools;

transferring less than all of the call records from the pools to a plurality of queues using a plurality of selection rules; and

transferring the queues to a plurality of dialing devices;

dialing at each dialing device the call records of the queue transferred to the dialing device; and

connecting contacts of a dialing device to agents associated only with that dialing device;

wherein the selection rules comprise two or more pools transferring call records to the queues based on a priority for each pool.

55. **(Currently Amended)** A method for distributing outbound telephone calls, the method comprising:

transferring a plurality of call records to a distribution module;

organizing the call records into a plurality of pools;

transferring less than all of the call records from the pools to a plurality of queues using a plurality of selection rules; and

transferring the queues to a plurality of dialing devices, **each dialing device having agents associated only with that dialing device that connect with contacts made by dialing call records by the that dialing device;**

wherein the selection rules comprise two or more pools simultaneously transferring call records to the queues.

56. **(New)** A method for distributing outbound telephone calls, the method comprising:

transferring a plurality of call records to a distribution module;

organizing the call records into a plurality of pools;